

November 23, 2021

Facts and Frequently asked Questions

For your health and safety and for the health and safety of our residents and staff, Keswick follows stringent infection control measures and has in place all policies and procedures required by Federal and State agencies. Keswick has also instituted a Visitation Policy that reflects the current Federal and State regulations.

Masks & Other PPE: Staff members and vendors (when the regulations allow them to be on campus) are masked and direct care providers have additional personal protective equipment (PPE) as required.

Status of Visitation on the Keswick Campus:

Visitation: The campus is open for visitation.

- Masks are required on the campus at all times.
- If you are in your family member's room and you are all vaccinated, you may remove your masks. If someone in the group is unvaccinated then masks should be worn at all times
- Social distancing must be observed at all times in common areas.
- Eating together is discouraged.
- All infection control measures must be followed at all times for the safety of the entire campus community.

Current Keswick Campus COVID-19 Status:

- Keswick has no positive COVID-19 staff cases.
- Keswick has no positive COVID-19 resident cases.

COVID-19 Cases since the Beginning of the Pandemic in March 2020 – Keswick has had a total of 163 people who have tested positive for COVID-19 since the start of the pandemic, of which 76 have been residents and 87 have been staff members. We are saddened that 31 of our positive COVID-19 residents have passed away. We offer our condolences to their families and friends.

Covid-19 Surveillance Testing – Keswick follows all federal and state regulations regarding mandated Surveillance Testing for COVID-19 for residents and staff.

Meals for Guests Keswick is unable to provide family meals for purchase as we have done in the past. For your dining pleasure, there are many wonderful food options across the street at the Rotunda, down the street at the Giant Shopping Center and four blocks down on 36th Street in Hampden. We hope you enjoy the many local restaurants in our community.

Pet Policy

Pets are now allowed on the Keswick campus. Pets must be registered with security, having up-to-date vaccine and shots paperwork on file at Keswick. Pets are not allowed in the building without required paperwork.

IMPORTANT - Additional Visitation Information:

- ✓ If any visitor does not show proof of vaccination all visitors and the resident will be required to wear a mask and social distance.
- ✓ Keswick will not require proof of vaccination; however, only those who present confirmation of vaccination will be allowed to visit with fully vaccinated residents under these guidelines.
- ✓ Those visitors without vaccination confirmation will be required to remain fully masked and remain socially distanced while visiting their loved all visits.
- ✓ We are unable to take a verbal report on vaccination to allow visitation without masking or social distancing.
- ✓ New CDC guidelines allow visitation without mask and social distancing - for both indoor and outdoor visits as long as all visitors and the resident are fully vaccinated. Fully vaccinated means it has been a minimum of two (2) weeks after the second dose of a Pfizer or Moderna vaccine, or two weeks after a dose of the Johnson & Johnson vaccine. If the visit is within the two-week post- dose time period, then masking and social distancing must continue.

Protective Measures Taken for Residents & Staff:

Family Communication – We are making calls to one family member as a “wellness check” call between the clinical staff and the Responsible Party/Emergency Contact. Family communication with residents on the campus will be through the phone in their rooms; we are doing facetime and Zoom calls as timing allows. Please know that communication regarding clinical concerns or change in condition with your loved one will continue uninterrupted.

Stress Reduction & Other Life and Well-Being Resources – Please take advantage of any or all of these resources as needed on our YouTube Channel, <https://www.youtube.com/channel/UCeTK7wQU9OWEVN-vRTvIVfQ> and our website resource page, www.ChooseKeswick.org.

Paperwork – All necessary in-person paperwork processes including contracts for the admissions office as well as paperwork, payment and related items for the business office can continue to take place between the hours of 8:30am and 4pm, Monday through Friday. All transactions will take place in a designated area off the lobby.

Food Delivery - Families may deliver food to the campus for your loved one. When you enter the building, you must wear a mask. Food must be in a disposable, plastic container marked clearly with the name and room number of the resident. If the campus is open for indoor visitation, then you may take the food to your loved one. If the campus is closed for indoor visitation, then you cannot deliver the food to the resident. You may also order food for delivery from restaurants to your loved one but all payment for food delivered to residents needs to take place when ordering, not upon delivery.

Beauty Salon – Whenever the Keswick Campus is in an Outbreak Status, the Beauty Salon is closed. A good way to think about this is that whenever you are unable to come in the building, the Beauty Salon staff cannot come in the building.

Request to Families – We ask that you refrain from calling the Nurses Stations unless you are returning a call from our clinical staff. Your understanding and support in this matter is greatly appreciated. Please stay in touch with your loved one’s Responsible Party of record as that is the person with whom Keswick is communicating. We request your understanding that our staff cannot answer any specifics related to those impacted by the COVID-19 virus not directly related to your loved one.

Family Hotline – To help answer any questions you may have, we have set up an informational

phone line for families. The number is 410-662-4301. If you have a non-emergency question, we ask that you please leave a message on this phone line that includes the resident's name, room number, your name and phone number and we will respond within 24 to 48 hours. We cannot accommodate non-emergency calls from families at the nurses' stations nor can we communicate health information via email.

We understand that this is a difficult time for you and all the families of our residents; however, please know that it is our goal to approach this situation with transparency and compassion for our entire Keswick community.

We are grateful to our caregivers here on the campus that are providing exceptional care to our residents and we appreciate your continued support, patience and understanding at this time. Please stay safe and well. Thank you.